



Iowa Department of Administrative Services

Online Customer Satisfaction Survey

2nd Quarter/FY07 (October, November, December)

Key Findings Summary Report

Prepared By



ESSMAN/RESEARCH

February 2, 2007



**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES
ONLINE CUSTOMER SATISFACTION SURVEY
2nd QUARTER/FY07**

**KEY FINDINGS SUMMARY REPORT
FEBRUARY 2, 2007**

■ PROJECT OVERVIEW

Essman/Research, an independent marketing research firm in Des Moines, Iowa, was retained by the Iowa Department of Administrative Services (DAS) in January 2006 to develop and implement four quarterly surveys for FY06 and FY07. The purpose of the quarterly survey is to gather immediate feedback from customers regarding their recent experiences with DAS and the services purchased and/or received through the following areas:

- General Services Enterprise (GSE)
- Information Technology Enterprise (ITE)
- Human Resources Enterprise (HRE)
- State Accounting Enterprise (SAE)
- DAS Core

■ RESEARCH DESIGN

- Essman/Research conducted the 2nd quarter/FY06 online Customer Satisfaction Survey in March 2006 for services provided in October, November and December 2005.
 - Essman/Research sent 37 e-mail invitations to the Customer Council members and 918 e-mail invitations to the current customers on Tuesday, February 28, 2006.
- Essman/Research conducted the 3rd quarter/FY06 online Customer Satisfaction Survey in May 2006 for services provided in January, February and March 2006.
 - Essman/Research sent 36 e-mail invitations to the Customer Council members and 892 e-mail invitations to the current customers on Wednesday, May 17, 2006.
- Essman/Research conducted the 4th quarter/FY06 online Customer Satisfaction Survey in August-September 2006 for services provided in April, May and June 2006.
 - Essman/Research sent a total of 1,001 e-mail invitations to current customers on August 24, 2006.

- Essman/Research conducted the 1st quarter/FY07 online Customer Satisfaction Survey in October 2006 for services provided in July, August and September 2006.
 - Essman/Research sent a total of 950 e-mail invitations to current customers on October 17, 2006.
- Essman/Research conducted the 2nd quarter/FY07 online Customer Satisfaction Survey in January 2007 for services provided in October, November and December 2007.
 - Essman/Research sent a total of 482 e-mail invitations to current customers on January 18, 2007 (**Note:** DAS employees were excluded from the sample).

■ RESEARCH STRATEGY

- Essman/Research developed, programmed and hosted the online Customer Satisfaction Survey.
- The Department of Administrative Services provided the list of names and e-mail addresses for the Customer Council members as well as the customers who had purchased and/or received services.

■ COMPLETED INTERVIEWS

- Second Quarter/FY06: A total of 300 online surveys were returned.
 - 284 customers responded to the survey
 - 16 Customer Council members responded to the survey
- Third Quarter/FY06: A total of 255 online surveys were returned.
 - 246 customers responded to the survey
 - 9 Customer Council members responded to the survey
- Fourth Quarter/FY06: A total of 196 online surveys were returned.
 - 184 customers responded to the survey
 - 12 Customer Council members responded to the survey
- First Quarter/FY07: A total of 172 online surveys were returned.
 - 163 customers responded to the survey
 - 9 Customer Council members responded to the survey
- Second Quarter/FY07: A total of 71 online surveys were returned.
 - 67 customers responded to the survey
 - 4 Customer Council members responded to the survey

Note: Per the Department of Administrative Services, the survey data represents the overall total number of customers responding to the online survey. The Key Findings Summary Report will not include a break-down for the Customer Council members and customers.

See the Appendix for the cover letter and the 2nd quarter/FY07 Customer Satisfaction Survey.

■ PROJECT OBJECTIVES

- Identify the frequency of purchase. How frequently are customers purchasing products and services from the DAS enterprises?
- Determine if products and/or services were delivered on time.
- Determine if products and/or services were delivered within budget.
- Measure the satisfaction with products and/or services received from the DAS enterprises.
- Measure the customer satisfaction provided by:
 - the four DAS enterprises
 - DAS Finance
 - DAS Core

■ DEMOGRAPHICS

Q1. Department/Agency

- | | |
|---|---------------|
| • Iowa Education/Vocational Rehabilitation Services | (5 responses) |
| • Dept of Revenue | (4 responses) |
| • Legislative Services Agency | (3 responses) |
| • Iowa Department of Cultural Affairs | (3 responses) |
| • Iowa Finance Authority | (3 responses) |
| • DHS | (3 responses) |
| • DNR | (3 responses) |
| • State Auditor's Office | (2 responses) |
| • DHS/ Cherokee Mental Health/CCUSO | (2 responses) |
| • Iowa Veterans Home | (2 responses) |
| • Office of the Citizens' Aide/Ombudsman | (2 responses) |
| • Iowa Lottery | (2 responses) |
| • Elder Affairs | (2 responses) |
| • DPS/DCI | (2 responses) |

Single responses:

- State Medical Examiner/Public Health
- IDALS - Accounting
- Iowa Department of Agriculture & Land Stewardship
- State Treasurer's Office
- Public Employment Relations Board
- Hygienic laboratory
- Public Health Iowa Board of Pharmacy Examiners
- Justice/Attorney General
- Homeland Security & Emergency Management Division, Department of Public Defense
- Board of Regents
- Judicial Facilities Division
- Department of Corrections
- Corrections/Anamosa State Penitentiary
- North Central Correctional Facility
- Community Corrections

- Iowa Board of Parole
- Department of Commerce Utilities Division
- ODCP
- DIA
- 405 - State Training School in Eldora
- Iowa Public Television
- Fort Dodge Correctional Facility
- Judicial Branch
- State Training School
- Office of the Governor and Lt. Governor
- Department of Public Safety 595
- Iowa Dept of Public Health
- 245
- 249
- 283
- 625
- No comment
- If this is confidential why is it gathered?

Q2a. Title

- | | |
|-----------------------|---------------|
| • Director | (3 responses) |
| • Executive Officer | (3 responses) |
| • Purchasing Agent | (3 responses) |
| • Purchasing Agent 2 | (2 responses) |
| • Accountant | (2 responses) |
| • Accountant 2 | (2 responses) |
| • Administrator | (2 responses) |
| • Clerk Specialist | (2 responses) |
| • Budget Analyst | (2 responses) |
| • PSE III | (2 responses) |
| • Sr. Finance Officer | (2 responses) |

Single responses:

- Administrative Program Director
- Executive Secretary
- Secretary 1
- Secretary 2
- Secretary 3
- Administrative Assistant
- Administrative Assistant 2
- Office Manager/ Receptionist
- Secretary/Receptionist
- Office Assistant
- Chief Financial Officer
- Facility Manager
- Administrative Secretary
- Director of Operations

- Budget Analyst 3
- Employee Services
- Resource Manager
- State Ombudsman
- Legislative Liaison
- Tech Specialist - Accounting
- Laboratory Administrator
- Director of State Judicial Facilities
- Management Analyst IV
- Associate Warden, Administration
- Bureau Chief
- PSS 3
- HR Tech Assistant
- Executive Director
- Budget Officer
- Management Analyst
- Purchasing
- Director of Administration
- District Finance/Personnel Manager
- Accounting Manager
- Human Resources Associate (I'm also Access Coordinator and Rep to our Building Maintenance Meetings)
- Business Manager
- Acct Tech
- Adjutant
- Accounting Supervisor
- Accounting Tech 2
- Executive VP & COO
- Clerk Advanced
- Sr. Environmental Engineer
- Budget Analyst 2
- No comment
- Again, if this is confidential why is this gathered?

Q2b. How long have you been in your current position?
(This question was added in 2nd Quarter/FY07)

Current Position	2nd Quarter/FY07 Oct., Nov., Dec. 71
Less than six months	2 3%
6 months to one year	3 4%
1-2 years	8 11%
2-3 years	7 10%
3-4 years	5 7%
4-5 years	7 10%
More than 5 years	39 55%

Q3a/b.Customer Council Member/Enterprise

Customer Council Members	2nd Quarter/FY07 Oct., Nov., Dec. 3	1st Quarter/FY07 July, August, Sept. 9
General Services	2 67%	5 56%
Human Resources	0	2 22%
Information Technology	1 33%	2 22%
State Accounting	0	0

■ KEY FINDINGS SUMMARY REPORT

Note: To track similarities and/or differences among the quarterly surveys, the respondent totals and percentages for the previous quarter have been added to the summary report. However, the Key Findings Report does not include comparisons among the quarterly surveys.

General Services Enterprise (GSE)

Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

Q4a. Did you interact with the General Services Enterprise (GSE) during October, November or December 2006 (purchased or received products and/or services or bill payment)?

Overall, 84% of the survey respondents interacted with the General Services Enterprise (GSE) in October, November or December 2006.

Did you interact with GSE?	2nd Quarter/FY07 Oct., Nov., Dec. 67	1st Quarter/FY07 July, August, Sept. 163
Yes	56 84%	118 72%
No	11 16%	45 28%
Skipped the question	4	9

**Q4b. How did you interact with General Services?
(Multiple responses accepted.)**

Of the 54 respondents who had interacted with the General Services Enterprise (GSE) in October, November or December 2006, 57% of the survey respondents had **received products and/or services from GSE**.

How did you interact with GSE?	2 nd Quarter/FY07 Oct., Nov., Dec. 54	1 st Quarter/FY07 July, August, Sept. 115
Received products and/or services	31 57%	74 64%
Ordered/purchased products and/or services	29 54%	53 46%
Bill payment	20 37%	43 37%
Other specify responses	12 22%	26 23%
Skipped the question	17	57

Other specify responses:

- Procurement card assistance from Barb Sullivan
- Help with moving furniture in the Capitol
- General questions about contracts and updates
- Phone call
- Custodial
- I talked with DAS Purchasing regarding state contracts.
- Requested changes to billing.
- Picked up mail
- Worked with Design and Construction
- Construction
- Customer Service
- Custodial Mail / Printing

Q5. How often during October, November and December 2006 did you order/receive products and/or services from General Services?

Overall, 51 % of the survey respondents typically ordered or received products and/or services from GSE **1-10 times** during October, November and December 2006.

How often did you order/receive products/services from GSE?	2 nd Quarter/FY07 Oct., Nov., Dec. 47	1 st Quarter/FY07 July, August, Sept. 108
1-10 times	24 51%	53 49%
11-20 times	7 15%	14 13%
21-30 times	4 8%	10 9%
31 or more times	5 11%	20 19%
Don't know	7 15%	11 10%
Skipped the question	24	64

Q6a. Did you receive the products and/or services you requested?

The majority (79%) of the survey respondents received the products and services as requested from GSE in October, November and December 2006.

Did you receive the products/services you requested from GSE?	2 nd Quarter/FY07 Oct., Nov., Dec. 47	1 st Quarter/FY07 July, August, Sept. 108
Yes	37 79%	85 79%
No	1 2%	4 4%
Other specify	9 19%	19 18%
Skipped the question	24	64

Other specify responses:

- Most of the time yes. We are waiting for some construction projects to be completed
- Products ordered generally yes. Professional services related to contracting, RFP's etc. unacceptable delays. Appeared DAS staffing contributed.
- Electrical - great custodial - great carpenters - bad
- Good question. We never know unless we follow up.
- Contracts are deleted before new ones are put on--impacts ability to pay bills; Debbie works to make adjustments when we call
- Didn't order
- Sometimes mail was not delivered or delivered incorrectly (not sorted properly so got other office's mail or none at all) Maintenance response was slow at times. New phone delivery was not announced ahead of time and not properly programmed because of it.

- For the most part yes. Currently working with DAS on two contracts for architectural services.
- Paid bills only

Q6b. How satisfied were you with the products and/or services received from GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.82 on the 10-point scale) with the products and/or services they received from GSE in October, November and December 2006.

How satisfied were you with the products/services received from GSE?	2 nd Quarter/FY07 Oct., Nov., Dec. 45	1 st Quarter/FY07 July, August, Sept. 105
Overall Average	7.82	7.42
Don't Know	2 4%	3 3%
Skipped the question	24	64

Q7. Did GSE deliver the products and/or services on time?

Overall, 62% of the survey respondents indicated that GSE delivered the products and/or services on time in October, November and December 2006.

Did GSE deliver the products/services on time?	2 nd Quarter/FY07 Oct., Nov., Dec. 47	1 st Quarter/FY07 July, August, Sept. 108
Yes	29 62%	78 72%
No	1 2%	9 8%
Don't know	5 11%	2 2%
Other specify	12 25%	19 18%
Skipped the question	24	64

Other specify responses:

- Some yes and some no.
- Very poor response times related to non-routine transactions. Projects that should have taken several weeks have taken months.
- What's on time? There are no standards for delivery so how could you gauge on-time.
- We have to call and ask for the contract to be adjusted.
- Generally - would like to see more vacuuming of the floors
- For the most part they are on time; however, if they are going to be late they don't let us know - we have to do the follow-up
- At least 80% of the time

- Sometimes yes and sometimes no. We were not expecting the phones so our phone rep didn't have time to have them reprogrammed properly.
- Most times yes...it's the high dollar purchases and bidding few...that takes time, No fault of the people, I believe it's the process required.
- Yes - they initiated the process for a construction project.
- Due to language changes DAS is implementing, this has lengthened the expected time due to several people needing to review and revise.

Q8. Did GSE provide the products and/or services as quoted?

Overall, 68% of the survey respondents indicated that GSE delivered the products and/or services as quoted.

Did GSE provide the products/services as quoted?	2 nd Quarter/FY07 Oct., Nov., Dec. 47	1 st Quarter/FY07 July, August, Sept. 108
Yes	32 68%	71 66%
No	1 2%	7 6%
Don't know	6 13%	15 14%
Other specify	8 17%	15 14%
Skipped the question	24	64

Other specify responses:

- Still when you order/purchase a State vehicle DAS can't tell you how much it is going to cost. Not related to an auction transaction. Unacceptable. I would never purchase my own vehicle this way.
- No fees were ever mentioned
- Sometimes
- Yes, after the call, contracts were adjusted.
- If a simple copy job not a problem; however, always wrong when there is a quote rather than through Now Print.
- Did not purchase anything.
- Not yet but am confident we will have both in the next 30 days.

**Q9. How would you rate the customer service provided by GSE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.89 on the 10-point scale) with the customer service provided by GSE in October, November and December 2006.

How would you rate the customer service provided by GSE?	2 nd Quarter/FY07 Oct., Nov., Dec. 45	1 st Quarter/FY07 July, August, Sept. 104
Overall Average	7.89	7.61
Don't Know	2 4%	4 4%
Skipped the question	24	64

Q10. Additional comments relative to your experiences with GSE:

- Some departments still appear inflexible to adjust or to meet customer needs. (State Vehicle Dispatcher) Design and Engineering is under staffed. You are told two weeks... then when that time arrives two weeks etc. Need to give realistic time estimates. Just say you can't do it. Purchasing is under staffed. Good people (both) but projects just don't more.
- Barb is always very friendly and very helpful - she is great to work with!
- We had to call customer service or GSE personnel four times to get heat issue resolved in Attorney General and Deputy Attorney General's Office. We had no follow-up as to whether work was completed. Electricians in another job were excellent.
- They were on time and did an excellent job. Very helpful.
- The focus is not on the customer. Processes are internally focused on GSE activities and for the most part you never know where you are at.
- Appreciate the efforts Ken and Debbie make to achieve the goal
- Would like to see a set schedule made of when the floors will be cleaned and each department notified of their date
- I have always had very good service from DAS Purchasing.
- Very helpful.
- The people we deal with are always very pleasant and try to be accommodating so except for the phone delivery which didn't seem organized not sure exactly where the problems originate. Think some are just overburdened with work.
- They are a good group of folks, but you all either need more of them or streamline the process...I think this is in the works.
- I was in the Secretary of State Office prior to the Governor's Office. DAS helped me cope through four months of construction in a working environment. Dust, noise, chemical odors can be very frustrating while at work. It was reassuring that someone would address whatever issue very quickly. The rest of the staff could also cope. Thank you.

Information Technology Enterprise (ITE)

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Services
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

Q11 a. Did you interact with the Information Technology Enterprise (ITE) during October, November or December 2006 (purchased or received services or bill payment)?

Overall, 52% of the survey respondents interacted with the Information Technology Enterprise (ITE) in October, November or December 2006.

Did you interact with ITE?	2nd Quarter/FY07 Oct., Nov., Dec. 58	1st Quarter/FY07 July, August, Sept. 148
Yes	30 52%	85 57%
No	28 48%	63 43%
Skipped the question	13	24

**Q11b. How did you interact with Information Technology?
(Multiple responses accepted.)**

Of the 31 respondents who had interacted with the Information Technology Enterprise (ITE) in October, November or December 2006, the majority (71 %) of the customers indicated they had **received services from ITE**.

How did you interact with ITE?	2 nd Quarter/FY07 Oct., Nov., Dec. 31 *	1 st Quarter/FY07 July, August, Sept. 88
Received services	22 71%	67 76%
Ordered/purchased services	12 39%	32 36%
Bill payment	7 23%	25 28%
Other specify responses	3 10%	15 17%
Skipped the question	40	84

* Sample size is small and not statistically significant.

Other specify responses:

- Called for help with PC
- Talked with help line because of the problems with the Judicial Department's on-line records website
- Computer responses

Q12. How often during October, November and December 2006 did you order/receive services from Information Technology?

Seventy-one percent of the survey respondents typically ordered or received services from ITE **1-10 times** during October, November and December 2006.

How often did you order/receive services from ITE?	2 nd Quarter/FY07 Oct., Nov., Dec. 31 *	1 st Quarter/FY07 July, August, Sept. 86
1-10 times	22 71%	54 63%
11-20 times	4 13%	9 10%
21-30 times	0	5 6%
31 or more times	1 3%	14 16%
Don't know	4 13%	4 5%
Skipped the question	40	86

* Sample size is small and not statistically significant.

Q13a. Did you receive the services you requested?

The majority (83%) of the survey respondents received the services as requested from ITE.

Did you receive the services you requested from ITE?	2 nd Quarter/FY07 Oct., Nov., Dec. 30*	1 st Quarter/FY07 July, August, Sept. 86
Yes	25 83%	73 85%
No	0	1 1%
Other specify	5 17%	12 14%
Skipped the question	41	86

* Sample size is small and not statistically significant.

Other specify responses:

- Believe so. IT IVH Administrator has not complained.
- We had to follow up to figure out where they were at.
- Still waiting for website to be fixed
- Still would like specific training on I-3 that fits what I do rather than signing up for a class that supposedly is what I need but isn't
- Enjoyed an Excel computer training class

Q13b. How satisfied were you with the services received from ITE?

Use a 10-point scale where **ONE** means **VERY DISSATISFIED** and **TEN** means **EXTREMELY SATISFIED**.

Overall, the customers surveyed were satisfied (8.21 on the 10-point scale) with the services received from ITE in October, November and December 2006.

How satisfied were you with the services received from ITE?	2 nd Quarter/FY07 Oct., Nov., Dec. 29*	1 st Quarter/FY07 July, August, Sept. 84
Overall Average	8.21	7.76
Don't Know	1 3%	2 2%
Skipped the question	41	86

* Sample size is small and not statistically significant.

Q14. Did ITE deliver the services on time?

Overall, 67% of the survey respondents indicated that ITE delivered the services on time in October, November and December 2006.

Did ITE deliver the services on time?	2 nd Quarter/FY07 Oct., Nov., Dec. 30 *	1 st Quarter/FY07 July, August, Sept. 86
Yes	20 67%	63 73%
No	3 10%	7 8%
Don't know	4 13%	6 7%
Other specify	3 10%	10 12%
Skipped the question	41	86

* Sample size is small and not statistically significant.

Other specify responses:

- Believe so. IT IVH Administrator has not complained.
- Waiting on judicial to fix their website
- They answer questions promptly.

Q15. Did ITE provide the services as quoted?

Overall, 70% of the respondents indicated that ITE provided the services as quoted.

Did ITE provide the services as quoted?	2 nd Quarter/FY07 Oct., Nov., Dec. 30 *	1 st Quarter/FY07 July, August, Sept. 86
Yes	21 70%	60 70%
No	0	3 3%
Don't know	5 17%	15 17%
Other specify	4 13%	8 9%
Skipped the question	41	86

* Sample size is small and not statistically significant.

Other specify responses:

- The products are close to what we ordered - communications are a two way street and because of the detailed technical nature, there have been problems. However the biggest problem has been ITE statistically meeting timelines.
- Classes were not what I needed.
- It was fixing a screwed up computer

Q16. How responsive was the ITE Service Desk?

Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.

Overall, the customers surveyed indicated that the ITE Service Desk was responsive (8.68 on the 10-point scale) in October, November and December 2006.

How responsive was the ITE Service Desk?	2 nd Quarter/FY07 Oct., Nov., Dec. 19*	1 st Quarter/FY07 July, August, Sept. 67
Overall Average	8.68	8.15
Don't Know	4 13%	2 2%
Not Applicable	7 23%	17 20%
Skipped the question	41	86

* Sample size is small and not statistically significant.

Q17. How would you rate the customer service provided by ITE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (8.30 on the 10-point scale) with the customer service provided by ITE in October, November and December 2006.

How would you rate the customer service provided by ITE?	2 nd Quarter/FY07 Oct., Nov., Dec. 27*	1 st Quarter/FY07 July, August, Sept. 81
Overall Average	8.30	7.8
Don't Know	3 10%	5 6%
Skipped the question	41	86

* Sample size is small and not statistically significant.

Q18. Additional comments relative to your experiences with ITE:

- Judicial website site still not completely working properly.
- The staff we work with for software development and support are excellent, they try hard and are very good people - but some of them don't have the same expectations regarding communications and timelines as we do. This is very frustrating, especially since this has been an issue off & on since we started working with ITE for software development some years ago.
- They are SO great to work with!

Human Resource Enterprise (HRE)

Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Workers' Compensation Program Administration

Q19a. Did you interact with the Human Resources Enterprise (HRE) during October, November or December 2006 (purchased or received services or bill payment)?

Overall, 41 % of the survey respondents interacted with the Human Resources Enterprise (HRE) in October, November and December 2006.

Did you interact with HRE?	2 nd Quarter/FY07 Oct., Nov., Dec. 58	1 st Quarter/FY07 July, August, Sept. 148
Yes	24 41 %	65 44 %
No	34 59 %	83 56 %
Skipped the question	13	24

Q19b. How did you interact with Human Resources? (Multiple responses accepted.)

Of the 24 respondents who had interacted with the Human Resources Enterprise (HRE) in October, November or December 2006, the majority (71 %) of the customers indicated that they had **received services from HRE**.

How did you interact with HRE?	2 nd Quarter/FY07 Oct., Nov., Dec. 24 *	1 st Quarter/FY07 July, August, Sept. 64
Received services	17 71 %	48 75 %
Ordered/purchased services	7 29 %	8 12 %
Bill payment	6 25 %	21 33 %
Other specify responses	4 17 %	13 20 %
Skipped the question	47	108

* Sample size is small and not statistically significant.

Other specify responses:

- Insurance questions
- I had applied for a job upgrade in April, 2006 and was scheduled for an appeal hearing in December.
- Trained on Iowa Benefits
- Was involved with enrollment and change period

Q20. How often during October, November and December 2006 did you utilize the services provided by the Human Resource Enterprise?

Fifty-four percent of the survey respondents typically utilized the services provided by HRE **1-10 times** during October, November and December 2006.

How often did you order/receive services from HRE?	2 nd Quarter/FY07 Oct., Nov., Dec. 24 *	1 st Quarter/FY07 July, August, Sept. 64
1-10 times	13 54%	33 52%
11-20 times	7 29%	12 19%
21-30 times	1 4%	6 9%
31 or more times	0	6 9%
Don't know	3 12%	7 11%
Skipped the question	47	108

* Sample size is small and not statistically significant.

Q21 a. Did you receive the services you requested?

Overall, 75% of the survey respondents received the services as requested from HRE in October, November and December 2006.

Did you receive the services you requested from HRE?	2 nd Quarter/FY07 Oct., Nov., Dec. 24 *	1 st Quarter/FY07 July, August, Sept. 64
Yes	18 75%	56 87%
No	3 12%	3 5%
Other specify	3 12%	5 8%
Skipped the question	47	108

* Sample size is small and not statistically significant.

Other specify responses:

- Services we received were standard, monthly services billed to us monthly. No special orders.
- I always receive the help I need from them.
- Bill payment

Q21b. How satisfied were you with the services received from HRE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.55 on the 10-point scale) with the services received from HRE in October, November and December 2006.

How satisfied were you with the services received from HRE?	2 nd Quarter/FY07 Oct., Nov., Dec. 22 *	1 st Quarter/FY07 July, August, Sept. 63
Overall Average	7.55	7.51
Don't Know	2 8%	1 2%
Skipped the question	47	108

* Sample size is small and not statistically significant.

Q22. Did HRE deliver the services on time?

Overall, 67% of the respondents indicated that HRE delivered the services on time in October, November and December 2006.

Did HRE deliver the services on time?	2 nd Quarter/FY07 Oct., Nov., Dec. 24 *	1 st Quarter/FY07 July, August, Sept. 64
Yes	16 67%	47 73%
No	3 12%	8 12%
Don't know	2 8%	4 6%
Other specify	3 12%	5 8%
Skipped the question	47	108

* Sample size is small and not statistically significant.

Other specify responses:

- Some services were delivered on time, and other services were delivered after lengthy delays.
- Timely most of the time, but there has been a couple of exceptions.
- Have problems getting M5, reclassifications done in within the 60 days.

Q23. Did HRE provide the services as quoted?

Overall, 58% of the survey respondents indicated that HRE provided the services as quoted.

Did HRE provide the services as quoted?	2 nd Quarter/FY07 Oct., Nov., Dec. 24 *	1 st Quarter/FY07 July, August, Sept. 64
Yes	14 58%	44 69%
No	2 8%	5 8%
Don't know	6 25%	11 17%
Other specify	2 8%	4 6%
Skipped the question	47	108

* Sample size is small and not statistically significant.

Other specify responses:

- Usually
- The on-line insurance program makes duplicate work in some instances but the staff was very helpful.

**Q24. How would you rate the customer service provided by HRE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.82 on the 10-point scale) with the customer service provided by HRE in October, November and December 2006.

How would you rate the customer service provided by HRE?	2 nd Quarter/FY07 Oct., Nov., Dec. 22 *	1 st Quarter/FY07 July, August, Sept. 64
Overall Average	7.82	7.58
Don't Know	2 8%	0
Skipped the question	47	108

* Sample size is small and not statistically significant.

Q25. Additional comments relative to your experiences with HRE:

- Generally, service was good. We did have long delays in processing changes to a couple of position descriptions.
- Although the assigned resource is very responsive, HRE process, procedure, policy does not often meet our needs. Recruiting is a total mess and needs substantial attention. Candidates that qualify during on posting cycle, reduced requirements to increase the size of the candidate pool and then they didn't. The training area is great, responsive, and timely.
- They have always been extremely knowledgeable and helpful with any problem we might have.

- I am very upset in the way my job upgrade was handled. I have been a very dedicated state employee for 20 years and I felt like I was treated like some kind of criminal because I asked for an upgrade. I felt that HRE at least owed me an explanation more than the cover letter that I received. When I tried to get answers I was just told it was in appeal and they couldn't talk to me. If HRE won't talk to me, then who was I supposed to contact???
- They are very knowledgeable, helpful and always willing to help with problems. They put the employee first.
- They are extremely helpful in resolving issues and providing services timely...you have a great group of folks with lots of knowledge AND Customer oriented.
- It's my own fault that I missed signing up for ASI. I took so long to study the new medical coverage that I totally missed the ASI signup. So it's more my problem, not yours.
- PO is wonderful with advice and guidance.

State Accounting Enterprise (SAE)

Service provided through the SAE:

- Accounting
- Payroll

Q26a. Did you interact with the State Accounting Enterprise (SAE) during October, November and December 2006 (purchased or received services or bill payment)?

Overall, 39% of the survey respondents interacted with the State Accounting Enterprise (SAE) in October, November and December 2006.

Did you interact with SAE?	2 nd Quarter/FY07 Oct., Nov., Dec. 57	1 st Quarter/FY07 July, August, Sept. 147
Yes	22 39%	73 50%
No	35 61%	74 50%
Skipped the question	14	25

Q26b. How did you interact with State Accounting? (Multiple responses accepted.)

Of the 23 respondents who had interacted with the State Accounting Enterprise (SAE) in October, November and December 2006, 65% (15 of 23) of the customers indicated that they had **received services from SAE**.

How did you interact with SAE?	2 nd Quarter/FY07 Oct., Nov., Dec. 23 *	1 st Quarter/FY07 July, August, Sept. 76
Received services	15 65%	50 66%
Ordered/purchased services	2 9%	8 10%
Bill payment	9 39%	34 45%
Other specify responses	2 9%	13 17%
Skipped the question	48	96

* Sample size is small and not statistically significant.

Other specify responses:

- Seek advice. Ask transactional questions etc.
- Got my paycheck

Q27. How often during October, November and December 2006 did you utilize the services provided by the State Accounting Enterprise?

Forty-five percent of the survey respondents typically utilized the services provided by SAE **1-10 times** during July, August and September 2006.

How often did you order/receive services from SAE?	2 nd Quarter/FY07 Oct., Nov., Dec. 23 *	1 st Quarter/FY07 July, August, Sept. 74
1-10 times	10 43%	33 45%
11-20 times	2 9%	13 18%
21-30 times	3 13%	10 13%
31 or more times	5 22%	14 19%
Don't know	3 13%	4 5%
Skipped the question	48	98

* Sample size is small and not statistically significant.

Q28a. Did you receive the services you requested?

Overall, 91 % (21 of 23) of the survey respondents received the services as requested from SAE in October, November and December 2006.

Did you receive the services you requested from SAE?	2 nd Quarter/FY07 Oct., Nov., Dec. 23 *	1 st Quarter/FY07 July, August, Sept. 74
Yes	21 91%	67 90%
No	0	2 3%
Other specify	2 9%	5 7%
Skipped the question	48	98

* Sample size is small and not statistically significant.

Other specify responses:

- I3 is having more down time lately.
- Just getting paycheck

Q28b. How satisfied were you with the services received from SAE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (8.38 on the 10-point scale) with the services received from SAE in October, November and December 2006.

How satisfied were you with the services received from SAE?	2 nd Quarter/FY07 Oct., Nov., Dec. 21 *	1 st Quarter/FY07 July, August, Sept. 72
Overall Average	8.38	8.31
Don't Know	1 4%	2 3%
Skipped the question	49	98

* Sample size is small and not statistically significant.

Q29. Did SAE deliver the services on time?

Overall, 86% (19 of 22) of the respondents indicated that SAE delivered the services on time in October, November and December 2006.

Did SAE deliver the services on time?	2 nd Quarter/FY07 Oct., Nov., Dec. 22 *	1 st Quarter/FY07 July, August, Sept. 74
Yes	19 86%	61 82%
No	2 9%	3 4%
Don't know	1 4%	4 5%
Other specify	0	6 8%
Skipped the question	49	98

* Sample size is small and not statistically significant.

Q30. Did SAE provide the services as quoted?

Overall, 77% (17 of 22) of the survey respondents indicated that SAE provided the services as quoted.

Did SAE provide the services as quoted?	2 nd Quarter/FY07 Oct., Nov., Dec. 22 *	1 st Quarter/FY07 July, August, Sept. 74
Yes	17 77%	56 76%
No	0	2 3%
Don't know	4 18%	11 15%
Other specify	1 4%	5 7%
Skipped the question	49	98

* Sample size is small and not statistically significant.

Other specify responses:

- Not applicable

Q31. How would you rate the customer service provided by SAE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (8.43 on the 10-point scale) with the customer service provided by SAE in October, November and December 2006.

How would you rate the customer service provided by SAE?	2 nd Quarter/FY07 Oct., Nov., Dec. 21 *	1 st Quarter/FY07 July, August, Sept. 71
Overall Average	8.43	8.35
Don't Know	1 4%	3 4%
Skipped the question	49	98

* Sample size is small and not statistically significant.

Q32. Additional comments relative to your experiences with SAE:

- Extremely helpful. Gives advice/instruction when asked. Doesn't sit on the fence.
- It is often difficult to reach someone who has expertise in a certain area. I realize a lot of training is in progress, but SAE has lost expert staff that is difficult to replace.
- SAE has always been a very good group to work with. They are always willing to help you out in anyway they can. My payments have always been processed very promptly. They are a 10 in my book!
- What's to say, except they are the best and very helpful and professional...thanks.

DAS Core

Services provided through DAS Core:

- Marketing
- Communications
- Legal
- Legislative
- Finance
- eDAS

Q33a. Did you interact with DAS Core during October, November or December 2006 (requested, received services or bill payment)?

Overall, 25% of the survey respondents interacted with DAS Core in October, November and December 2006.

Did you interact with DAS Core?	2 nd Quarter/FY07 Oct., Nov., Dec. 57	1 st Quarter/FY07 July, August, Sept. 147
Yes	14 25%	48 33%
No	43 75%	99 67%
Skipped the question	14	25

Q33b. How did you interact with DAS Core?

Of the 14 respondents who had interacted with DAS Core in October, November and December 2006, 86% (12 of 14) of the customers indicated that they had **received services from DAS Core**.

How did you interact with DAS Core?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 48
Requested services	4 29%	17 35%
Received services	12 86%	29 60%
Other specify	2 14%	12 25%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Other specify responses:

- Viewed the online bill

Q34. How often during October, November and December 2006 did you request/receive services from DAS Core?

Seventy-one percent of the survey respondents requested/received services provided by DAS Core **1-10 times** during October, November and December 2006.

How often did you request/receive services from DAS Core?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 48
1-10 times	10 71%	32 67%
11-20 times	1 7%	7 15%
21-30 times	0	3 6%
31 or more times	0	1 2%
Don't know	3 21%	5 10%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Q35a. Did you receive the services you requested?

Overall, 93% (13 of 14) of the survey respondents received the services as requested from DAS Core in October, November and December 2006.

Did you receive the services you requested from DAS Core?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 48
Yes	13 93%	43 90%
No	0	1 2%
Other specify	1 7%	4 8%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Other specify responses:

- Mixed/sometimes yes and sometimes no!

Q35b. How satisfied were you with the services received from DAS Core?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.54 on the 10-point scale) with the products and/or services received from DAS Core in October, November and December 2006.

How satisfied were you with the services received from DAS Core?	2 nd Quarter/FY07 Oct., Nov., Dec. 13 *	1 st Quarter/FY07 July, August, Sept. 47
Overall Average	7.54	7.47
Don't Know	1 7%	1 2%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Q36. Did DAS Core deliver the services on time?

Overall, 86% (12 of 14) of the respondents indicated that DAS Core delivered the products and/or services on time in October, November and December 2006.

Did DAS Core deliver the services on time?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 48
Yes	12 86%	38 79%
No	0	2 4%
Don't know	2 14%	4 8%
Other specify	0	4 8%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Q37. Did DAS Core provide the services as quoted?

Overall, 71 % of the survey respondents indicated that DAS Core provided the services as quoted.

Did DAS Core provide the services as quoted?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 48
Yes	10 71%	34 71%
No	1 7%	2 4%
Don't know	3 21%	7 15%
Other specify	0	5 10%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Q38. Did the DAS Core services provide added-value?

Overall, 29% (4 of 14) of the survey respondents who had requested/received services from DAS Core indicated that DAS Core services provided added-value. Another 57% (8 of 14) of the customers said they “don’t know” if the services provided added-value.

Did the DAS Core services provide added-value?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 48
Yes	4 29%	17 35%
No	2 14%	11 23%
Don't know	8 57%	17 35%
Other specify	0	3 6%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Q39. How can DAS Core provide additional value?

- No response

Q40a. Are the enterprise financial statements easy to understand?

Note: A total of four Customer Council members responded to the survey. However, other customers also responded to the question with a “don’t know” response as opposed to “does not apply.”

Are the financial statements easy to understand?	2 nd Quarter/FY07 Oct., Nov., Dec. 4*	1 st Quarter/FY07 July, August, Sept. 9
Yes	2 14%	3 33%
No	1 7%	2 22%
Don't know	7 50%	4 44%
Does not apply (not a Customer Council Member)	4 29%	--
Skipped the question	57	--

*Sample size is small and not statistically significant.

Q40b. How can the enterprise financial statements be improved?

- More of an explanation of what the services are for the different code numbers.

Q41a. Did you call the DAS Customer Service Center for assistance in October, November or December 2006?

Overall, 29% (4 of 14) of the customers who responded to the question contacted the DAS Customer Service Center for assistance in October, November or December 2006.

Did you call the DAS Customer Service Center?	2 nd Quarter/FY07 Oct., Nov., Dec. 14*	1 st Quarter/FY07 July, August, Sept. 147
Yes	4 29%	49 33%
No	10 71%	91 62%
Other specify	0	7 5%
Skipped the question	57	25

*Sample size is small and not statistically significant.

Q41b. How would you rate the quality of the service provided by the customer service staff?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the four customers surveyed were satisfied (8.25 on the 10-point scale) with the quality of service provided by the customer service staff in October, November and December 2006.

How would you rate the quality of customer service provided?	2 nd Quarter/FY07 Oct., Nov., Dec. 4 *	1 st Quarter/FY07 July, August, Sept. 49
Overall Average	8.25	7.77
Don't Know	0	1 2%
Skipped the question	67	122

* Sample size is small and not statistically significant.

Q42a. Have you ever attended one or more of the eDAS training sessions?

Overall, 36% (5 of 14) of the customers surveyed have attended one or more of the eDAS training sessions.

Have you ever attended one or more of the eDAS training sessions?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 147
Yes	5 36%	61 41%
No	9 64%	80 54%
Don't know	0	6 4%
Skipped the question	57	25

* Sample size is small and not statistically significant.

Q42b. How would you rate the quality of the eDAS training sessions?

Use a 10-point scale where ONE means NOT AT ALL BENEFICIAL and TEN means EXTREMELY BENEFICIAL.

Overall, the five customers surveyed, who have attended the eDAS training sessions, found the sessions to be beneficial (8.4 on the 10-point scale).

How would you rate the quality of the eDAS training sessions?	2 nd Quarter/FY07 Oct., Nov., Dec. 5 *	1 st Quarter/FY07 July, August, Sept. 58
Overall Average	8.4	7.00
Don't Know	0	3 5%
Skipped the question	66	111

* Sample size is small and not statistically significant.

Q43. Did you order services using the eDAS online ordering system in October, November and December 2006?

Overall, 57% (8 of 14) did not order services using the eDAS online ordering system in October, November and December 2006.

Did you order services using the eDAS online ordering system?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 146
Yes	5 36%	13 9%
No	8 57%	128 88%
Don't know	1 7%	5 3%
Skipped the question	57	26

* Sample size is small and not statistically significant.

Q44. Is your eDAS bill easy to understand?

Use a 10-point scale where ONE means your eDAS bill is VERY DIFFICULT to UNDERSTAND and TEN means EXTREMELY EASY to UNDERSTAND.

Overall, the customers surveyed indicated that the eDAS bill is not difficult to understand (6.21 on the 10-point scale).

Is your eDAS bill easy to understand?	2 nd Quarter/FY07 Oct., Nov., Dec. 11 *	1 st Quarter/FY07 July, August, Sept. 76
Overall Average	7.36	6.21
Don't Know	3 21%	70 48%
Skipped the question	57	26

* Sample size is small and not statistically significant.

Q45. Is your eDAS bill accurate (October, November, December)?
Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE.

Overall, the customers surveyed indicated that their eDAS bill is typically accurate (6.6 on the 10-point scale).

Is your eDAS bill accurate?	2 nd Quarter/FY07 Oct., Nov., Dec. 10 *	1 st Quarter/FY07 July, August, Sept. 68
Overall Average	6.6	6.62
Don't Know	4 29%	78 53%
Skipped the question	57	26

* Sample size is small and not statistically significant.

Q46a. Did you contact DAS Finance regarding your eDAS billing in October, November and December 2006?

Overall, 21 % (3 of 14) of the customers surveyed contacted DAS Finance, regarding their eDAS billing in October, November and December 2006.

Did you contact DAS Finance regarding your eDAS billing?	2 nd Quarter/FY07 Oct., Nov., Dec. 14 *	1 st Quarter/FY07 July, August, Sept. 146
Yes	3 21%	26 18%
No	9 64%	98 67%
Don't know	2 14%	22 15%
Skipped the question	57	26

* Sample size is small and not statistically significant.

Q46b. How responsive was DAS Finance to your eDAS billing questions?
Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.

Overall, the three customers surveyed who had contacted DAS Finance indicated that DAS Finance was responsive (8.00 on the 10-point scale) to their eDAS billing questions.

Responsiveness of DAS Finance to eDAS billing questions?	2 nd Quarter/FY07 Oct., Nov., Dec. 3 *	1 st Quarter/FY07 July, August, Sept. 25
Overall Average	8.0	6.72
Don't Know	0	1 4%
Skipped the question	68	146

* Sample size is small and not statistically significant.

**Q47. How would you rate the customer service provided by DAS Core?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means
EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (8.00 on the 10-point scale) with the customer service provided by DAS Core in October, November and December 2006.

How would you rate the customer service provided by DAS Core?	2 nd Quarter/FY07 Oct., Nov., Dec. 13 *	1 st Quarter/FY07 July, August, Sept. 45
Overall Average	8.00	7.62
Don't Know	1 7%	3 6%
Skipped the question	57	124

* Sample size is small and not statistically significant.

Q48. Additional comments regarding your experiences with DAS Finance:

- No response

Q49. Additional comments regarding your experiences with eDAS:

- This is difficult to determine due to the way the eDAS bill comes now- it certainly isn't user friendly.
- eDAS billing questions/assistance
- Improve eDAS to be more user-friendly.
- Pool car billing is getting better

Q50. Additional comments regarding your experiences with DAS Core:

- No response

■ CONCLUSION

The survey respondents (71 customers) who participated in the 2nd quarter/FY07 Customer Satisfaction Survey included a diverse cross-section of departments and agencies.

DAS Enterprises and DAS Core

Among the four DAS enterprises (GSE, ITE, HRE and SAE) and DAS Core, **overall**, the customers surveyed rated their **satisfaction with the products and/or services received** from the State Accounting Enterprise (SAE) slightly higher (8.38 on the 10-point scale) than the other enterprises and DAS Core.

Overall Average

- SAE 8.38
- ITE 8.21
- GSE 7.82
- HRE 7.55
- DAS Core 7.54

Overall, the survey respondents indicated that the products and/or services were received as requested. However, the products and services were not always delivered on time or provided as quoted.

DAS Enterprises/DAS CORE	Products and/or services received as requested	Products and/or services delivered on time	Products and/or services provided as quoted
State Accounting Enterprise (SAE)	91 %	86%	77%
DAS Core	93%	86%	71%
Human Resource Enterprise (HRE)	75%	67%	58%
Information Technology Enterprise (ITE)	83%	67%	70%
General Services Enterprise (GSE)	79%	62%	68%

Among the four DAS enterprises (GSE, ITE, HRE and SAE) and DAS Core, **overall**, the customers rated their **satisfaction with the customer service** provided by the State Accounting Enterprise (SAE) slightly higher (8.43 on the 10-point scale) than the other enterprises and DAS Core.

Overall Average

- SAE 8.43
- ITE 8.30
- DAS Core 8.00
- GSE 7.89
- HRE 7.82

The quarterly Customer Satisfaction Survey provides the Iowa Department of Administrative Services with statistical data to determine what steps DAS can take to improve its products and services.



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